

HOSPICE PATIENT COMPLAINT

Completion of this form is voluntary. Personal information will be used to investigate the complaint and communicate with the complainant, and will be used for no other purpose. To assist in reviewing your concern, please provide the following information.

Date	Name of Hospice
Address of Hospice, City, State, Zip	

DESCRIPTION OF CONCERN

Please write clearly and be as specific as possible. Describe the situation or incident, the names, dates, and what happened.

Name of Complainant	Telephone Number
Complainant's Address, City, State and Zip Code	

FOR OFFICE USE ONLY

Date Complaint Received (month-day-year)		Hospice License Number	
Year	Complaint Number	Surveyor Assigned	Due Date

HOSPICE PATIENT COMPLAINT RIGHTS AND PROCEDURES

Section 50.95 of the Wisconsin Statutes authorizes the Department to establish rules governing the operation of a hospice.

Wisconsin Administrative Code HSS 131.21(4)(b) and (c), authorized by the above state statute, describes a hospice patient's right to file a complaint with the Department as follows:

- (b) Express complaints to the Department, and to be given a statement provided by the Department setting forth the right to and procedure for filing verbal or written complaints with the Department; and
- (c) Be advised of the availability of a toll-free hotline, including its telephone number, to receive complaints or questions about local hospices, and be advised of the availability of the long term care ombudsman to provide patient advocacy and other services under s. 16.009, Stats.

Wisconsin Administrative Code HSS 131.22(2)(b) and (c), authorized by the above state statute, describes a hospice family member the right to file a complaint with the Department as follows:

- (b) Express complaints to the Department and be given a statement provided by the Department, setting forth the right to and procedure for filing verbal or written complaints with the Department; and
- (c) Be advised of the availability of a toll-free hotline, including its telephone number, to receive complaints or questions about local hospices, and be advised of the availability of the long term care ombudsman to provide patient advocacy and other services under s. 16.009, Stats.

The above statute and rules mean: 1) You have a right to complain directly to the Department of Health and Family Services; and 2) You must be advised by the hospice serving you of this right and they must tell you how to go about filing a complaint. 3) You must be advised of the right to receive patient advocacy services from the Board on Aging and Long-Term Care. Services from the Board on Aging and Long-Term Care include investigation of complaints, serving as a mediator to resolve problems or disputes relating to long-term care patients, and provision of information and counseling related to insurance policies available to supplement federal Medicare coverage. The Board of Aging may be contacted by calling its toll-free number at: 1-800-242-1060.

Copies of the complaint statement and complaint form will be provided to each hospice for distribution to each patient/family spokesperson prior to provision of any services and at the conclusion of the service agreement. If a patient or anyone representing the patient's interests has a concern with the patient's care and treatment or believes the patient's rights have been violated and the hospice has not resolved these concerns, a complaint may be filed by writing to:

Health Services Section
Bureau of Quality Assurance
Department of Health and Family Services
2917 International Lane, Suite 300
Madison, Wisconsin 53704-3100

or by calling:

The Wisconsin Toll-Free
Home Health/Hospice Hotline

1-800-642-6552

The toll-free hotline operates a voice message system, 24 hours a day. Calls received during the evening, on weekends or holidays, are returned the next work day. The purpose of the hotline is to receive complaints regarding Wisconsin licensed and Medicare/Medicaid certified home health agencies and hospices, and to provide information about Wisconsin home health agencies and hospices.